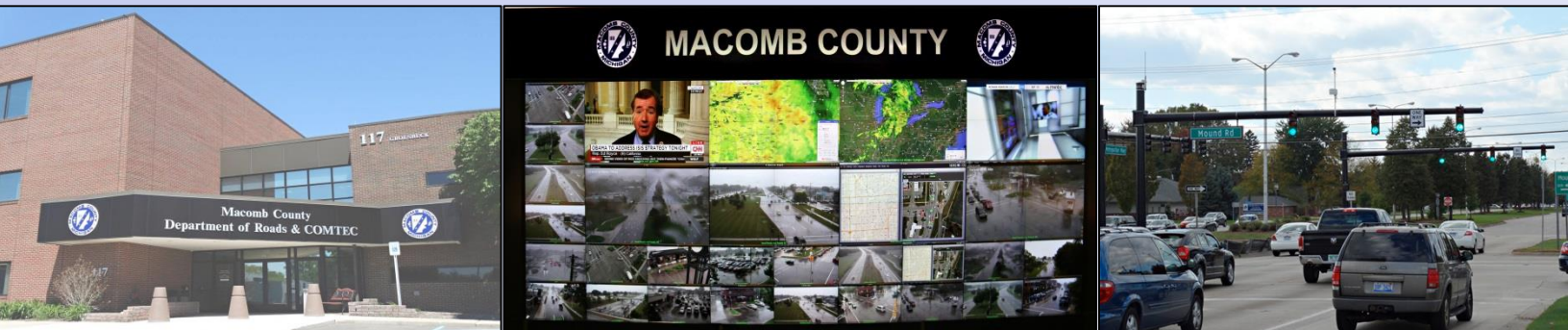# MACOMB COUNTY DEPARTMENT OF ROADS

TRAFFIC OPERATIONS CENTER

"To provide and maintain a reliable real-time traffic operations system, in coordination with county stakeholders, that enables a safe, efficient, and informative travel experience."
- MCDR TOC Mission Statement

PERFORMANCE MEASURES

May 2021

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MONTHLY TOC HIGHLIGHT

In May, a tractor-trailer rollover caused the eastbound I-94 to fully close. As a result, the freeway traffic needed to find alternate routes. The changes in traffic demanded immediate attention from the Traffic Operations Center's (TOC) engineers. The engineers coordinated with the Southeast Michigan Traffic Operations Center (SEMTOC), managed traffic using real-time signal timing changes at 16 intersections, and monitored seven ramps over approximately six hours. As the incident extended into the PM peak period, they developed traffic management strategies proactively reduce increasing traffic volumes. An emphasis on congestion management was focused at downtown Mount Clemens, I-94 and I-696 freeway ramps, and crossovers on boulevard roadways.
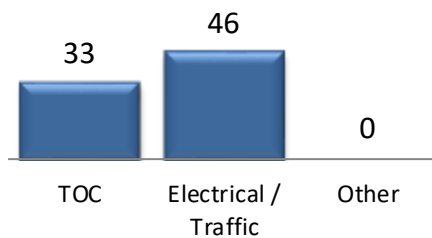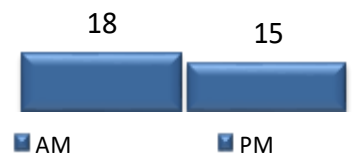
SERVICE REQUESTS

Service Request Source

Call	Voicemail	Walk-Ins	Email	Dispatch	Other
29	2	0	48	0	0
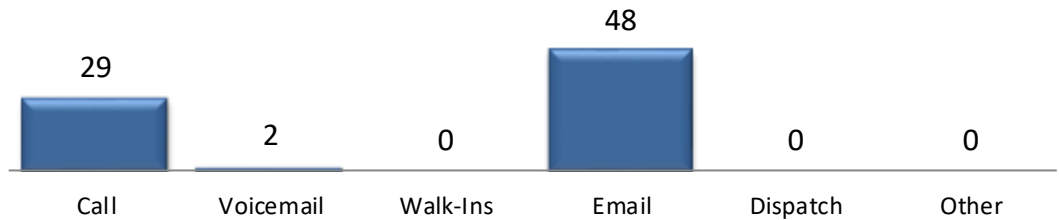
In the month of May, 79 incoming requests regarding traffic signals were received.

Service Request by Dept.

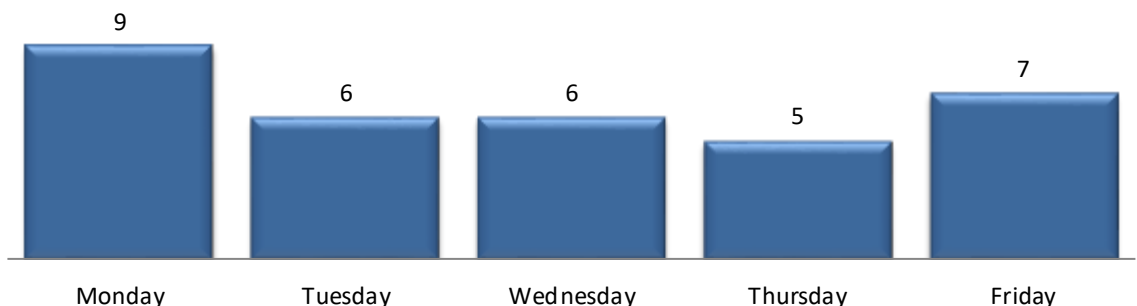| TOC	Electrical / Traffic	Other
33	46	0

In the month of May, TOC engineers closed 35 service requests within an average of 6 business days.

TOC by Time of Day

AM	PM
18	15

Service Request Per Day of Week

Monday	Tuesday	Wednesday	Thursday	Friday
9	6	6	5	7

TRAFFIC OPERATIONS

May 2021

AECOM

CAMERA COVERAGE

May 2021

Camera Operational Percentage
- 0% - 33%
- 34% - 66%
- 67% - 100%
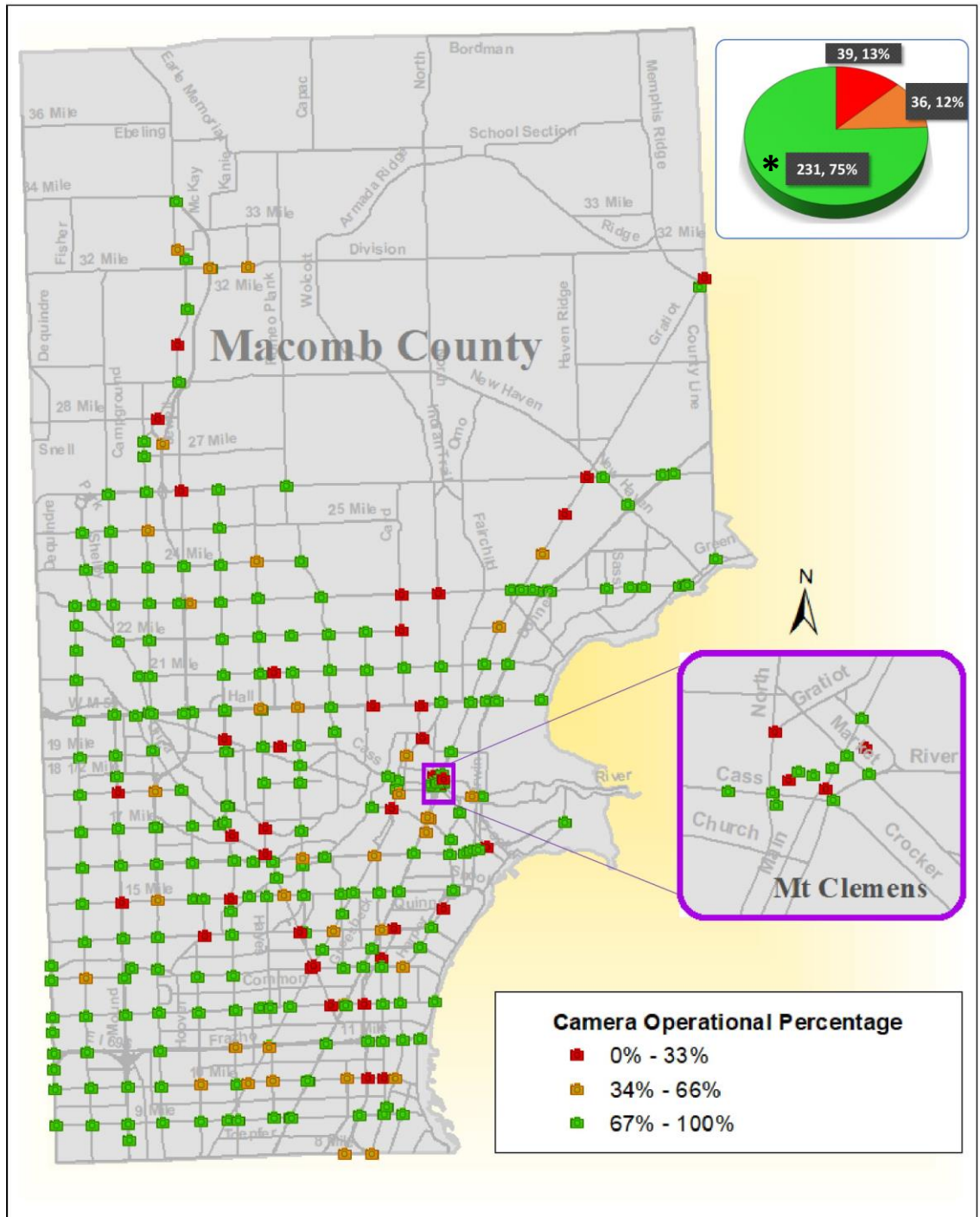
*The map above represents the CCTV camera operational percentages for the month of May 2021.*

* The majority of locations that had less than 66% operability were affected by multicast migration. The issues were troubleshot and identified throughout this month. Improvements are anticipated to regain operability to 90% in the upcoming month.

ITS MAINTENANCE

May 2021

Controller Communication Percentage
- 🔴 0% - 33%
- 🟠 34% - 66%
- 🟢 67% - 100%
- ⚪ Planned/Non-Operational
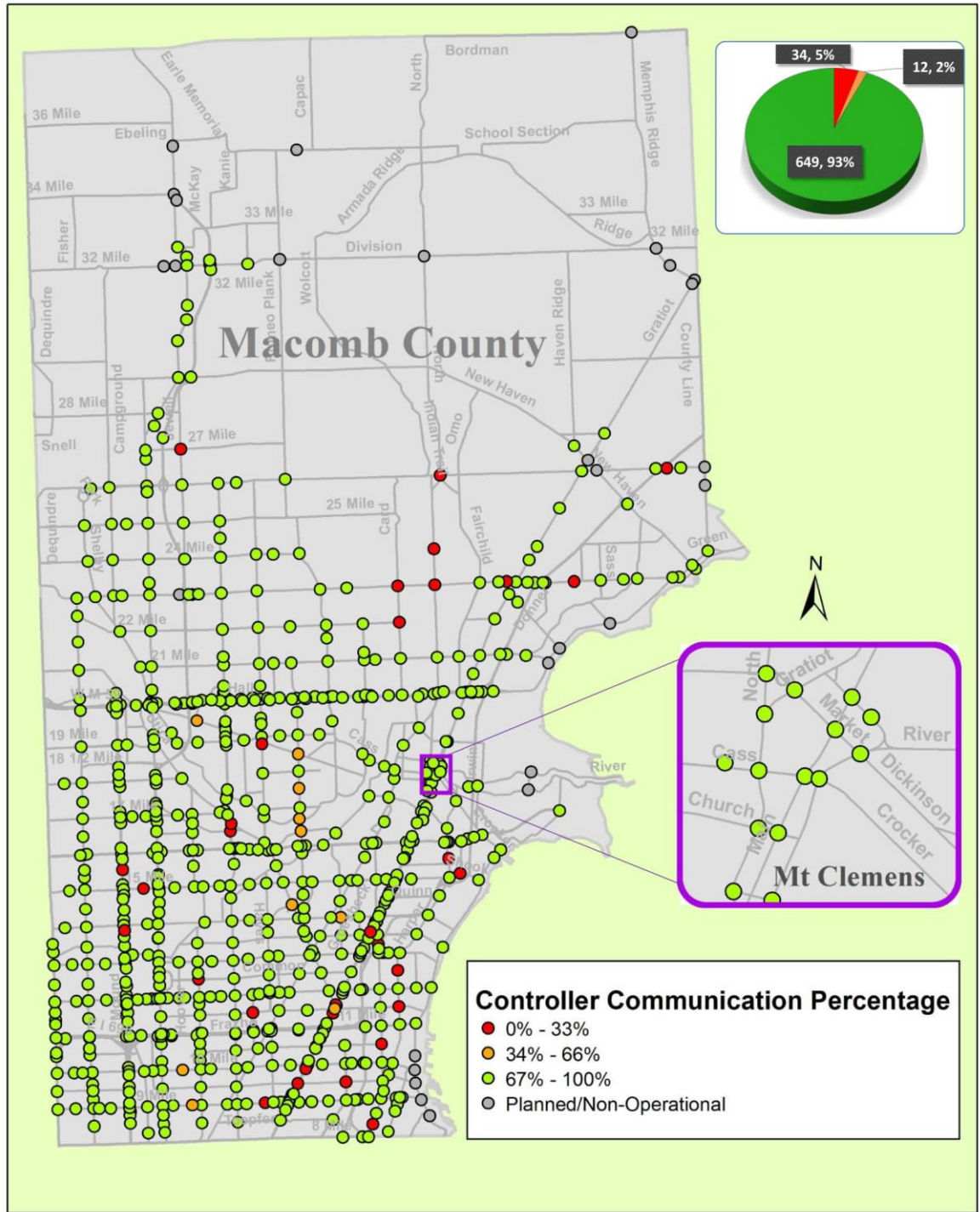
The map above represents the communication availability percentages of Traffic Signal Controllers for the month of May 2021.

AECOM

HIGH IMPACT CORRIDOR
COMMUNICATIONS AVAILABILITY

Corridor	Current Month	Previous Month	Change
9 Mile	95%	89%	6%
14 Mile	98%	99%	-1%
15 Mile	93%	93%	0%
Metro Parkway	99%	99%	0%
Hall (M-59)	98%	98%	0%
Dequindre	92%	97%	-5%
Ryan	99%	97%	2%
Mound	97%	98%	-1%
Hoover	99%	90%	9%
Schoenherr	95%	95%	0%
Hayes	96%	92%	4%
Gratiot (M-3)	91%	92%	-1%
Harper	99%	98%	1%

The table above represents a one-time monthly snapshot of communications along major corridors in Macomb County.

FIELD WORK

59 sites visited by TOC staff and **4** sites visited by IT/ITS maintenance technicians and the MCDR Electrical Group in May 2021.

SIGNAL TIMING CHANGES

Traffic signal changes performed by TOC engineers

Time of Signal change	Loc #	Intersection	Reason for signal change
05/03/2021 11:45	104	Dequindre/10 Mile Road	Construction
05/03/2021 18:15	597	I-94 Ramp B/Metropolitan Parkway EB	Incident
05/03/2021 18:15	92	Crocker/Metropolitan Parkway	Incident
05/03/2021 18:15	981	Metropolitan Parkway/Union Lake	Incident
05/03/2021 18:15	218	Harper/Metropolitan Parkway	Incident
05/03/2021 18:15	172	Gratiot (M-3)/Metropolitan Parkway	Incident

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MAINTENANCE

May 2021

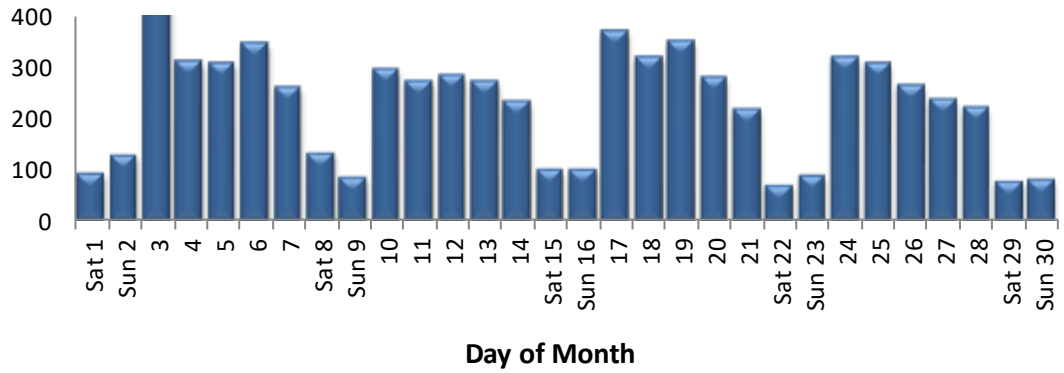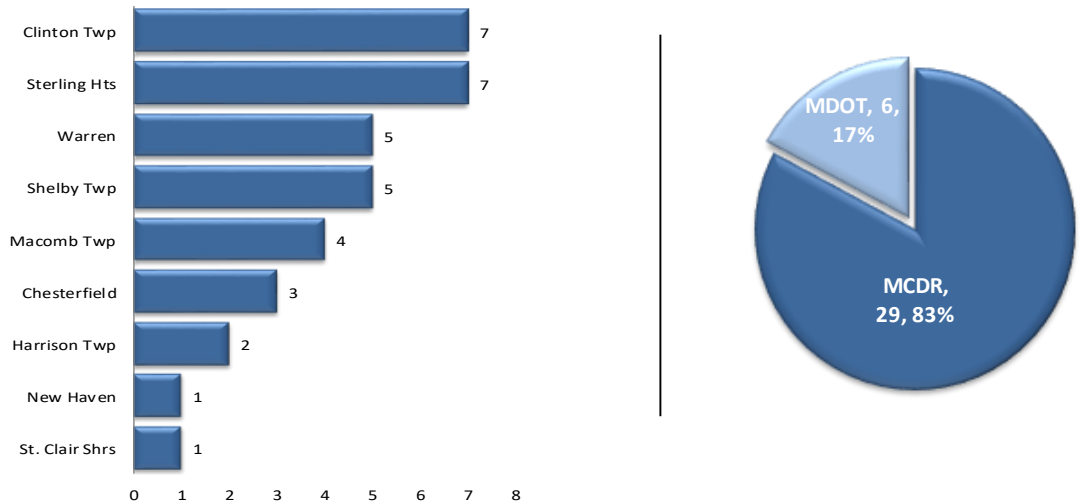| Time of Signal change	Loc #	Intersection	Reason for signal change
05/03/2021 18:15	210	15 Mile Road/Harper/Klix	Incident
05/03/2021 18:15	534	Cass/Moravian	Incident
05/03/2021 18:15	499	Cass/Gratiot SB (M-3)	Incident
05/03/2021 18:15	71	Cass/Main	Incident
05/03/2021 18:15	63	Cass (Crocker)/Gratiot NB (M-3)	Incident
05/03/2021 18:15	65	Broadway (M-3/NB Gratiot)/Market	Incident
05/03/2021 18:15	427	Gratiot NB (M-3)/Walnut	Incident
05/03/2021 18:15	680	Gratiot NB (M-3)/Main/Welts	Incident
05/03/2021 18:15	193	Groesbeck (M-97)/Hall Road (M-59)	Incident
05/03/2021 18:15	162	Gratiot (M-3)/Hall Road (M-59)	Incident
05/03/2021 18:15	185	Gratiot (M-3)/21 Mile Road	Incident
05/10/2021 11:30	511	Hayes/24 Mile Road	Service Request
05/10/2021 11:33	500	Canal/Garfield	Congestion
05/25/2021 9:21	628	Clinton River Road/Schoenherr	Service Request
05/25/2021 9:21	351	Shelby Road/23 Mile Road	Congestion
05/25/2021 9:21	761	Hall Road WB (M-59)/Crossover East of Garfield	Congestion
05/25/2021 9:21	789	Garfield/21 Mile Road	Congestion
05/25/2021 9:21	466	Romeo Plank/21 Mile Road	Congestion
05/25/2021 9:21	276	Heydenreich/21 Mile Road	Congestion
05/25/2021 9:21	178	Card/21 Mile Road	Congestion
05/26/2021 16:20	385	Romeo Plank/22 Mile Road	Congestion
05/27/2021 15:17	504	Hayes/Utica Road	Service Request

MACOMB COUNTY 1818 MICHIGAN

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MCDR WEBSITE HITS

Day of Month

A total of **7,021** *hits were accrued at* *http://roads.macombgov.org/.*

SERVICE REQUESTS PER MUNICIPALITY

| Municipality	Requests
Clinton Twp	7
Sterling Hts	7
Warren	5
Shelby Twp	5
Macomb Twp	4
Chesterfield	3
Harrison Twp	2
New Haven	1
St. Clair Shrs	1

MDOT, 6, 17%

MCDR, 29, 83%

The chart to the left shows how many requests were created per traffic signal location under municipality jurisdiction. The chart to the right shows breakdown of the requests created under MDOT or MCDR / local municipality jurisdiction.

GOVDELIVERY NOTIFICATIONS

In the month of May, the TOC sent out **13** *GovDelivery notifications, and increased the number of recipients from* **2, 554** *to* **2,610** *receiving notifications.*

Note: The chart below only shows data for the days GovDelivery notifications were sent from the TOC.

Day of Month
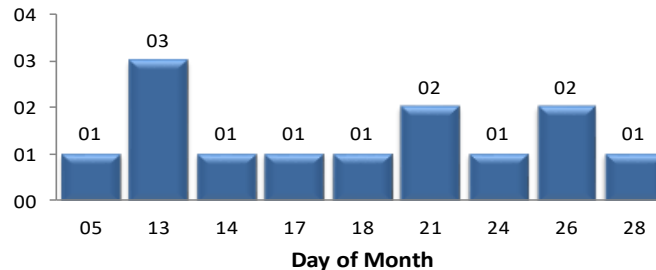
GovDelivery is a tool to notify Macomb County motorists of any incident blocking at least one lane of traffic or causing traffic issues. The notifications are sent after an incident has been verified.

Sign up for incident notifications on weekdays from 6 a.m. to 6 p.m. causing lane or roadway closures on major Macomb County arterials.

MOTORIST EXPERIENCE

May 2021

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